GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:5831
ANSWERED ON:02.05.2003
INEFFECTIVE FUNCTIONING OF NATIONAL CONSUMER FORUM
SUNDER LAL TIWARI

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether it has come to the notice of the Government that the National Consumer Forum and the fora in the States are not functioning effectively due to the lack of facilities including ministerial staff;

(b) the number of cases filed and disposed off by both the national and State Consumer forum in last three years; and

(c) the facilities planned to be provided to make them work effectively alongwith the budgetary support required ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION (SHRI SU MAHARIA)

(a) to (c): According to the provisions of the Consumer Protection Act, 1986, the responsibility for setting up of the Consumer Disputes Redressal Forums in the States and UTs and their effective functioning rests with the State Governments and UT Administrations. However, to strengthen the infrastructure for effective functioning of the State Consumer Disputes Redressal Forums in the States and UTs, Central Government has provided a one time financial assistance of Rs. 50 lakhs per State Commission and Rs. 10 lakhs per District Forum during the 1995-99. Similarly, the responsibility of setting up of the National Commission and its effective functioning rests with the Central Government. Necessary infrastructure including supporting staff and funds have been provided to the National Consumer Disputes Redressal Commission for its effective functioning.

As per the information made available by the National Commission, 19,91,131 cases have been filed before the consumer disputes redressal agencies, set up under the Consumer Protection Act, 1986, out of which 16,50,919 cases (82.9%) have already been disposed of by them since their inception, which is a considerable achievement by any standard.